

PERSONAL INFORMATION

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Date of birth 20/04/1987 | Nationality Portuguese

PROFESSIONAL EXPERIENCE

07/2020–Present

Co-Owner | Business Development**Prime Matter Consulting Lda.**, Lisbon (Portugal)

- Overall management of the company, handling all financial and operational details, having thus far secured 3 contracts with scientific and research institutions internationally, 2 consulting agreements with Family Offices, and 1 scientific consulting agreement with an internationally renowned professor from Oxford University.
- Oversight of consulting work focused on management and political consulting, having redacted comprehensive reports as per the request of clients, perform market research, grant research and application, grant editing for submission to institutions such as the European Research Council, Pfizer, etc.
- Applied over a decade's worth of political experience within Europe and the United States of America towards political campaigns, having consulted for 2 candidates for local elections in Portugal.

05/2012–Present

Project Manager**Altice Portugal** (previously Portugal Telecom), Lisbon (Portugal)

02/2022–Present

- Invited to join the Consumer Segment Department, integrating the Customer Journey team.
- Research competitor's commercial offers and customer care capabilities by performing "undercover" actions, having thus far prepared a dozen benchmarks and making recommendations for improvement internally.
- Design customer journeys, such as the integration of a popular streaming platform into our media environment, centralizing all customer experience aspects on a macro-level as well as educate team-members on cultural differences and nuances when dealing with international partners.
- Quality control of translations (PT>EN) performed by senior managers.

10/2017–02/2022

- Joined the Department of Commercial Operations as part of the Commercial Processes team.
- Managed the commercial processes of an average of 2 projects per month (approximate total of 120 projects over 5 years) ensuring that campaigns are operationally ready to be brought to market, taking care to involve all relevant stakeholders throughout the project's life cycle, acting as the bridge between our team of developers and the rest of the company.
- Performed yearly continuous improvement drives of departmental and institutional processes, actively looking for ways to simplify and turn departmental processes

more efficient, having pinpointed dozens of redundancies and thereby liberating other project managers from performing repetitive and unproductive tasks which could be otherwise carried out by support staff.

- Responsible (for 5 years) for the telecommunications benefits of over 15 000 outsourced employees, with monthly subscription revenues of upwards of €400k, as well as guaranteeing customer satisfaction, subscription process simplification and technical streamlining, rapid customer complaint resolution (reducing the time from 3 months to 48 hours) and maintaining high retention levels by creating incentives for subscription renewal every 24 months.

05/2012–10/2017

- Joined Portugal Telecom as part of trainee program which sought to mould a multidisciplinary cohort into the business managers of tomorrow. Upon joining the program, was subsequently hired by the Department for Retail Distribution, starting off in the Image and Infrastructure team (2 years) and then moving on to Business Intelligence (3 years).
- Managed a nationwide team of 18 mobile sales experts, incrementing monthly retail sales in an average of €300k while maintaining a Net Promoter Score of 9.2 and a well below average employee turnover (2 years) when compared with other customer sales assistants (6 months).
- Responsible for overseeing multiple special projects throughout the retail network whose reports and benchmarks led to the creation of a retail academy to train new assistants in a sales environment (as opposed to closed-room PowerPoint training), an increasingly gamified sales incentive system for sales assistants, an open communication channel between regular employees and middle to senior management, not to mention the fostering of a continuous improvement culture where bureaucracy and old processes were challenged.
- Prepared weekly internal communications with the aim of maximizing procedural and commercial awareness by all customer service agents across one of the largest retail chains in Portugal.
- Contributed over 8000 hours to Altice Foundation's effort to translate Khan Academy's content from English to Portuguese.

2015–Present

Board of Consultants

Akshar Foundation, India

- Advise the Foundation on international strategy through active engagement with the Foundations' upper management and aid in grant-seeking efforts as well as drive awareness of the work done
- Evaluate potential interns from the University of Oxford to spend time at the Foundation as part of the UK government's funding programme for outgoing global study and work abroad activities called The Turing Scheme
- Using experience in education start-up sector internationally to contribute to marketing and grant applications for the Foundation, having succeeded in bringing the project's merits to public attention through The Guardian, CNN, BBC, Time, Forbes, and other renowned news outlets.
- Consult the Foundation in its efforts to boost its efficiency and set clear short to medium-term goals to leverage its successes, boosting efforts its efforts as a poverty rehabilitation institution which provides education, vocational training, job placement, business incubation, basic healthcare, hygiene and sanitation, social work, clean food, and environmental remediation.

2013–2015 **Business Development Consultant**
The Educator's Lab, (remote)

- Participated in launching the enterprise, ensuring that corporate social responsibility was a fundamental aspect of the organization, an enterprise that takes inspiration from the startup world to create tools, learning experiences, and models so that teachers may thrive in their profession.

2011–2012 **Consultant**
Elevus – People & Business Results, Sines (Portugal)

- Developed contacts and met with customers to evaluate their human resources needs and presented tailor-made proposals to fit each company's particular needs, be it through training seminars, interviews or recruiting qualified candidates according to client needs. Throughout the year working here, a vast network of contacts was established with over 100 industry HR departments both nationally and internationally.

2011–2012 **Research Internship**
Foundation for Luso American Development (FLAD), Lisbon (Portugal)

- Within a 6-month internship, a comprehensive report was researched and produced on the international penetration of the International Baccalaureate system in comparison to the AP system in the possibility of adopting Portuguese as a second language within the United States educational system. This report was subsequently presented personally to then FLAD's president, Rui Machete.

2006–2011 **Assistant Project Coordinator**
Portuguese American Citizenship Project, Virginia (U.S.A.) and Remotely

- In partnership with 21 Luso-American communities throughout the continental United States, counting with the collaboration of dozens of associations, targeted, yearly civic participation drives were held by providing the tools and the information to increase naturalisation, voter registration and through get-out-the-vote campaigns, increase civic participation. Where once there was a silent minority, nowadays Luso-Americans can now count with elected officials, from mayors to state representatives, to senators or congressmen, all with Portuguese ancestry.
- Responsible for the logistical aspects behind the get-out-the-vote campaigns, which meant the distribution of personalised voter cards with the date and voting location to tens of thousands of citizens for every election cycle, as well as prepare organisational reports which measured the success of these campaigns and presenting suggestions for the communities to organize and increase voter turnout rates, which in many cases, was much higher to general local turnout rates.

2006–2007 **Research Assistant**
Aphasia Research Centre, Maryland, (U.S.A.)

- Analysed pathology by interpreting Magnetoencephalographic (MEG) data from patients suffering from Broca's and Wernicke's Aphasia, carried out patient rehabilitation sessions and designed unique experimental models for each case, and escorted patients through the National Institutes of Health for MRIs and other exams.

- Edited journal articles for submission to high-impact peer-reviewed international journals and contributed towards the writing of grant proposals.

2005–2006 **Administrative Assistant**

Men's Health Network, Washington D.C., (U.S.A.)

- Developed a database entry system to facilitate lobbying efforts and recruitment of physicians into the Network, and performed administrative tasks, handled inventory and phone calls.
- Personally delivered information and legislative proposals directly to congressional and senate offices around Washington D.C.

EDUCATION AND TRAINING

2022–2023 **Executive MBA**

EQF level 7

Quantic School of Business and Technology, Washington D.C. (U.S.A.)

Business Foundations; Accounting; Markets and Economies; Data and Decisions; Operations Management; Leading Organizations; Marketing and Pricing; Strategy; Finance; Advanced Corporate-Level Strategy; Advanced Finance; Advanced Statistical Inference; Blockchain; Startup Entrepreneurship; Strategic Leadership; Strategic Thinking; Supply Chain and Operations; Statistical Analysis; English Business Law; US Business Law.

2010–2011 **MA International Relations | GPA: 3.43/4.00 (85.8%)**

EQF level 7

IE School of Global and Public Affairs, Madrid (Spain)

Thesis title: *The Anomaly Hypothesis: How the Great Recession Demonstrates the Necessity for a Paradigm Shift in Economics and Finance Theory*

Quantitative Methods; Advanced Topics on the European Union; The Euro-American Community; Africa: The Last Development Frontier; Challenges to Democracy in Latin America; Rational Choice & Game Theory; Politics, Society, and International Relations of the Middle East; Understanding China: Culture and Society; Comparative Politics; Economic Development Theory; Micro/Macro Economics; International Corporate Finance; International Financial Markets; Management of the Multinational Corporation; New Strategic Players: China & India; Social Entrepreneurship; Science & Society; Globalized Terrorism: Threats and Responses; History of International Relations; Negotiation; Personal Marketing.

2005–2009 **BA Philosophy | GPA: 3.017/4.000 (75.4%)**

EQF level 6

University of Maryland - College Park, College Park, MD (United States)

Philosophy (Logic; Political and Social Philosophy; Cognitive Science; Philosophy of Science; Modern Philosophy; Metaphysics; Philosophy of Mind; Altruism, Charity & Justice; Philosophy of Neuroscience; Theory of Knowledge; Ancient Philosophy; Contemporary Ethical Theory; Philosophy of Space & Time); Political Science; International Relations; Natural Sciences (Chemistry, Mathematics, Biology, Physics, Astronomy; Astrobiology); Literature; Professional Academic Writing; Military History; History of Rock Music; Conflict Resolution in the Middle East; World Food Problem; Psychology; Criminology.

PERSONAL SKILLS

- Languages** Fluent in English, Portuguese and Spanish, and basic knowledge of French
- Recent certifications** CSM® Certified ScrumMaster® (24 hours)
Querying Data with Transact-SQL (35 hours)
Specialization in Gender Equality (58 hours)
International Intensive Course on Cancer Biology: Advances in Epidemiology, Etiology and Therapy (40 hours)
- Organisational skills** Elected member of the Odivelas Parish Assembly, Portugal (2021-2025)
President of the Assembly of the Association for Blood Donors in Odivelas, Portugal since 2019
Member of the think tank *Plataforma para o Crescimento Sustentável* (Platform for Sustainable Development) since 2015
President of student-run policy think tank's chapter of Roosevelt Institute at University of Maryland – College Park between 2007 and 2009.
- Job-related skills** Adaptable to new environments given the exposure to multicultural environments across three continents; great capacity for communication and leadership; fast learner, demonstrates initiative, innovation, and creative thinking, always questioning processes, not just to improve upon them, but because it is fundamental skill to have in industries where complacency and comfort are easy traps to fall into; well-mannered, focused and always ready to ask "why?". Dedicated, demanding, clear-headed and dedicated professional with acute moral integrity.
- Digital skills** Expert use of Microsoft Windows, Microsoft Office, Google Suite Applications, CRM, and others.
- Hobbies** Enjoy restoring antique furniture, watching movies, a fan of stand-up comedy, fantasy, and science fiction but also non-fiction drama, occasional video games, eclectic reader, and committed father.